

***EMS Response Time Performance: September 2009
and
Fiscal Year 2009 Year-to Date Report
(October 2008—September 2009)***

Number of EMS Incidents:

	Current Month (September 2009)	Prior month (August 2009)	FY 2009 Year-to-Date	FY 2008 Year-end Total	One Year Ago (September 2008)
Total Medical Incidents	11,508	11,796	134,997	126,523	11,419
Critical Medical Dispatches	5,982	6,141	72,213	64,099	5,910
Non-Critical Medical Dispatches	5,526	5,655	62,784	62,424	5,509

Advanced Life Support (ALS) Response Time Performance:

Percent of Critical Medical Dispatches Receiving First Advanced Life Support (ALS) Arrival Within 8:00 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD

Month	Percent ≤ 8:00	FY 2009 Year-to-Date (cumulative)	Monthly Average ALS Response Time (minutes: seconds)	FY 2008 Year-to-date Average ALS Response Time
October 2008	90.6%	90.6%	5:00	5:00
November 2008	88.3%	89.5%	5:15	5:08
December 2008	86.9%	88.6%	5:27	5:14
January 2009	84.5%	87.5%	5:44	5:22
February 2009	85.9%	87.2%	5:34	5:24
March 2009	89.2%	87.6%	5:10	5:22
April 2009	89.6%	87.9%	5:07	5:20
May 2009	89.5%	88.1%	5:09	5:18
June 2009	87.7%	88.0%	5:16	5:18
July 2009	87.6%	88.0%	5:15	5:18
August 2009	88.4%	88.0%	5:14	5:17
September 2009	88.6%	88.1%	5:13	5:17

***EMS Response Time Performance: September 2009
and
Fiscal Year 2009 Year-to Date Report
(October 2008—September 2009)***

Transport Unit Response Time Performance:

**Percent of Critical Medical Dispatches Receiving First Transport Unit Arrival
Within 12:00 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD**

Month	Percent ≤ 12:00	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2008	94.7%	6:08
November 2008	93.4%	6:21
December 2008	93.1%	6:28
January 2009	91.2%	6:52
February 2009	92.2%	6:38
March 2009	94.9%	6:11
April 2009	94.0%	6:14
May 2009	94.4%	6:13
June 2009	92.9%	6:30
July 2009	93.9%	6:23
August 2009	94.0%	6:17
September 2009	93.1%	6:29

**Percent of Non-Critical Medical Dispatches Receiving First Transport Unit Arrival
Within 12:00 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD**

Month	Percent ≤ 12:00	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2008	94.1%	6:14
November 2008	93.8%	6:23
December 2008	92.5%	6:39
January 2009	89.8%	7:12
February 2009	92.3%	6:37
March 2009	94.6%	6:15
April 2009	93.9%	6:14
May 2009	94.2%	6:13
June 2009	92.4%	6:30
July 2009	93.6%	6:23
August 2009	93.8%	6:17
September 2009	92.4%	6:29

***EMS Response Time Performance: September 2009
and
Fiscal Year 2009 Year-to Date Report
(October 2008—September 2009)***

Percent of All Medical Dispatches Receiving First Transport Unit Arrival Within 12:00 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD

Month	Percent ≤ 12:00	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2008	94.4%	6:10
November 2008	93.6%	6:22
December 2008	92.8%	6:33
January 2009	90.6%	7:01
February 2009	92.3%	6:38
March 2009	94.7%	6:13
April 2009	94.0%	6:16
May 2009	94.3%	6:15
June 2009	92.7%	6:35
July 2009	93.7%	6:22
August 2009	93.9%	6:18
September 2009	92.8%	6:31

First-Arriving EMT Performance (First-arriving resource, staffed by EMT with automatic defibrillator minimum):

Percent of Critical Medical Dispatches Receiving First EMT Arrival Within 6:30 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD

Month	Percent ≤ 6:30	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2008	91.2%	4:11
November 2008	90.1%	4:20
December 2008	88.7%	4:27
January 2009	86.6%	4:36
February 2009	88.2%	4:28
March 2009	91.1%	4:15
April 2009	90.7%	4:14
May 2009	90.5%	4:13
June 2009	90.4%	4:17
July 2009	89.5%	4:13
August 2009	90.3%	4:15
September 2009	89.8%	4:18

***EMS Response Time Performance: September 2009
and
Fiscal Year 2009 Year-to Date Report
(October 2008—September 2009)***

First-Arriving EMT Performance, continued: (First-arriving resource, staffed by EMT with automatic defibrillator minimum):

Percent of Non-Critical Medical Dispatches Receiving First EMT Arrival Within 6:30 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD

Month	Percent ≤ 6:30	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2008	78.4%	5:00
November 2008	76.4%	5:15
December 2008	74.7%	5:24
January 2009	71.5%	5:41
February 2009	75.2%	5:19
March 2009	78.5%	5:01
April 2009	77.8%	5:02
May 2009	76.9%	5:03
June 2009	75.6%	5:12
July 2009	79.2%	4:57
August 2009	77.5%	5:04
September 2009	77.2%	5:08

Percent of All Medical Dispatches Receiving First EMT Arrival Within 6:30 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD

Month	Percent ≤ 6:30	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2008	85.2%	4:34
November 2008	83.7%	4:45
December 2008	82.3%	4:53
January 2009	79.8%	5:06
February 2009	82.6%	4:50
March 2009	85.4%	4:35
April 2009	84.7%	4:36
May 2009	84.3%	4:36
June 2009	83.6%	4:42
July 2009	84.8%	4:33
August 2009	84.3%	4:38
September 2009	83.8%	4:42

*EMS Response Time Performance: September 2009
and
Fiscal Year 2009 Year-to Date Report
(October 2008—September 2009)*

Call-to-Scene Performance: (Response time from the patient’s perspective, measured from receipt of 911 call at the Office of Unified Communications to arrival on the scene by Fire/EMS.)

EMS Response Time, Call-to-Scene Performance by Interval, Critical Medical Dispatches, September 2009

Average Response Time (minutes : seconds)			
	Call-to-Dispatch*	Dispatch-to-Scene* *	Call-to-Scene* * *
First EMT	2:28	4:17	6:44
First Paramedic	2:33	5:12	7:45
First Transport Unit	2:35	6:22	8:57

*Note: The Call-to-Dispatch interval is controlled by the Office of Unified Communications (OUC). This is the time it takes to process a 911 call. This interval begins with receipt of a 911 call at the Unified Communications Center (UCC) and ends with the beginning of dispatch of FEMS resources.

** The Dispatch-to-Scene interval is the component of response time that begins with the dispatch of FEMS resources by the OUC, and ends with the arrival of FEMS on the scene.

*EMS Response Time Performance: September 2009
and
Fiscal Year 2009 Year-to Date Report
(October 2008—September 2009)*